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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANTS: Bergh *et al.* CONFIRMATION NO: 1521  
SERIAL NO.: 09/575,283 GROUP NO.: 3623  
FILING DATE: May 22, 2000 EXAMINER: Stimpak, Johnna  
TITLE: CUSTOMER LEAD MANAGEMENT SYSTEM

Mail Stop Amendment AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT AND RESPONSE

This paper is responsive to the Final Office action for the above-identified patent application, mailed from the U.S. Patent and Trademark Office on February 22, 2005.

Applicant believes no fee is needed for this paper to be entered and considered. However, please consider this a conditional petition for an extension of time and authorization to charge attorney's deposit account number 07-1700 for any fees needed for this paper to be entered and considered.

Amendments to the Claims begin on page 2 of this paper

Remarks begin on page 6 of this paper.